

TOWN OF VULCAN

Policy Manual

<u>POLICY NUMBER</u>			<u>TITLE OF POLICY</u>
U-04			Past Due Utility Accounts
Approval	D/M/Y	Resolution #	
Amended	08/12/03	03.331	
From: F-13		To: U-04	
Amended	11/28/16	16.345	

STATEMENT:

The Town of Vulcan requires a policy to formalize a process for the non-payment of utility rates, the following procedure shall apply to past-due utility accounts.

1. Policy

- 1.1** The customer will have twenty (20) days to pay the current utility bill from the mail date on the utility bill.
- 1.2** In the event that the levy remains unpaid following the due date, penalty will be added to the account at a rate established in the rates and fees bylaw.
- 1.3** Accounts in arrears for two (2) billing periods (which are listed in Period 1 of the Utility Trial Balance) shall be transferred to the Tax Account ten (10) days after the due date of the current bill, and a letter will be issued to the owner stating that the unpaid balance has been added to the Tax Account

- END OF POLICY-